
End of Continuous Medicaid Coverage

Dashboard

October 2023



TEXAS
Health and Human
Services



Snapshot

During the public health emergency (PHE), the number of Texans on Medicaid grew from 3.9 million to approximately 6 million. In December 2022, federal legislation ended a requirement to continue Medicaid coverage through the PHE, and now Texas is conducting redeterminations for all Medicaid clients as required by the federal government.

In anticipation of the increase in workload, HHSC improved staff recruitment and retention. Frontline eligibility advisors received up to a 25% salary increase, improving retention among current staff and strengthening recruitment efforts to further boost eligibility operations capacity. Those strategies have reduced the vacancy rate for eligibility advisors from 21.2% in March 2022 to 3.9% in September 2023.

HHSC has employed a proactive, multi-pronged communications campaign to inform recipients, health care providers, advocates and other stakeholders about its plan to unwind continuous Medicaid coverage.

HHSC developed quality assurance plans to identify and address issues that may arise during the unwinding period. HHSC continues to implement federally approved waiver flexibilities to assist in the unwinding effort, including electronically updating Medicaid recipient addresses and using recent SNAP income data to confirm Medicaid eligibility.

In September 2023, HHSC implemented a new federally approved waiver to allow managed care organizations (MCOs) to help recipients with their renewal applications. HHSC has made multiple technology initiatives to help Medicaid clients access their online applications and more easily update their information.



Timeline

**January
2020**

The U.S. Department of Health and Human Services declared a PHE in response to the COVID-19 pandemic.

**March
2020**

Federal legislation requires states to maintain Medicaid coverage for recipients, regardless of eligibility.

**December
2022**

Federal legislation ends continuous Medicaid coverage and requires states to begin a 12-month unwinding beginning April 1, 2023.

Medicaid clients are now able to monitor the status of their application online or through their Your Texas Benefits mobile application. (Mobile users will need to update their Your Texas Benefits app to access this upgrade.)

Additional information and resources on the HHSC Medicaid redetermination effort, including monthly renewal data, can be found at hhs.texas.gov/update.

▶ HHSC Outreach

HHSC developed an **Ambassador Program** to engage Medicaid health plans, health care providers and other stakeholders to help prepare Medicaid recipients for the renewal process. Additionally, the Ambassador Program and its 396 members are amplifying the message by using the ambassador toolkit that includes FAQs, talking points, flyers and social media graphics and messages.

In addition to normal renewal communications, HHSC implemented a robust public education outreach effort across social media platforms and a digital advertising campaign reaching over 2 million users from Oct. 13, 2022, to Sept. 30, 2023.

HHSC also has hosted in-person renewal events throughout the state.

HHSC notified Medicaid recipients of the unwinding period by mailing renewal packets in distinct yellow envelopes, instituting robocalls, and disseminating emails and text messages.

HHSC received federal approval to implement a temporary process to update addresses of Medicaid recipients who didn't report a change of address. More than 308,505 addresses have been updated from the recipient's MCO or the United States Postal Service (USPS) National Change of Address (NCOA) database.

Medicaid recipients were notified about their renewal application via direct mail or electronically through their **YourTexasBenefits.com** account. The numbers below reflect additional outreach between April 1, 2023, and Sept. 30, 2023, to Medicaid recipients affected by the renewal process. Recipients who chose to share their phone number and email address receive information about renewing their Medicaid through robocalls, text messages or emails, based on their preferences. Not all recipients opted to receive electronic communications.

▶ Outreach by the Numbers

Robocalls

1,397,022

Text Messages

1,775,215

Emails

515,806

Medicaid by the Numbers

Renewal Months Initiated

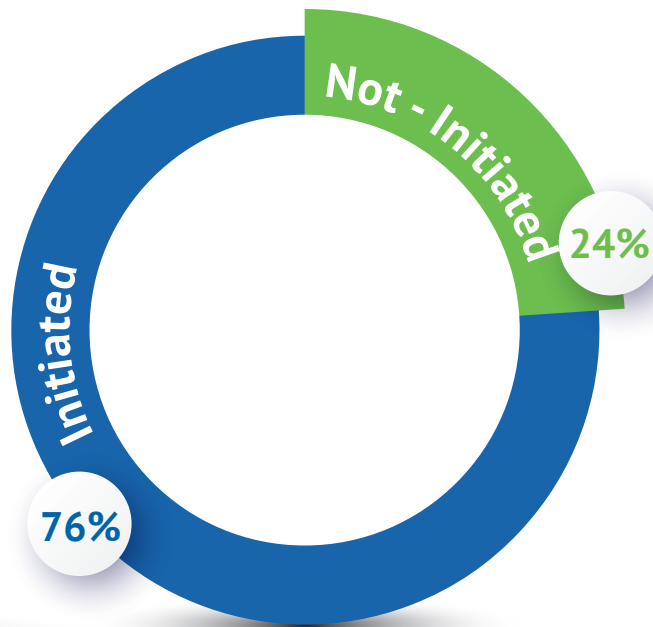


HHSC initiated the unwinding period in April 2023 by beginning a phased eligibility review of Texans receiving Medicaid, focusing first on people least likely to still be eligible for Medicaid. HHSC has completed six months of its 12-month unwinding effort. (HHSC reached the midway point of its unwinding effort at the end of September.)

HHSC is federally required to conduct renewals for all Medicaid recipients within 12 months of when the state began its unwinding period.

Initiated Renewals

Between April 1, 2023, and Oct. 8, 2023, HHSC initiated renewals for approximately 4.6 million Texans, or 76% of the Medicaid population. The remaining 24% will go through the renewal process by March 2024. The total Texas Medicaid caseload figure will fluctuate based on several factors, including but not limited to Medicaid clients who voluntarily withdrew, moved out of the state, or died.



Renewal Status

 **1,410,129**
Not Initiated

 **4,572,705**
Initiated

Total = **5,982,834**

Eligibility Determination Outcomes for Non-disabled Children and Pregnant Women

The largest Medicaid programs HHSC administers serve non-disabled children and pregnant women.

The numbers below represent the renewal outcomes between April 1, 2023, and Oct. 8, 2023, for children and pregnant women based on their initial eligibility group. Based on the federal continuous coverage requirement, their eligibility groups stayed the same throughout the PHE.

The figures only reflect two Medicaid eligibility groups and are not comprehensive of all Medicaid groups.

Due to data limitations, approximately 464 Medicaid recipients are not included in the table below.

Determination Outcomes by Medicaid Program Coverage During PHE

Medicaid Renewal Outcomes	Newborn	Under 1	Ages 1-5	Ages 6-18	Children Total	Pregnant Women	Children and Pregnant Women Total
Approved – Ex Parte	0	323	13,474	38,907	52,704	0	52,704
Approved – Determined Eligible	149,111	2,738	97,174	240,598	489,621	60,788	550,409
Denied – Procedural	50,764	5,732	105,419	418,430	580,345	64,708	645,053
Denied – Determined Ineligible	15,694	1,439	24,514	106,716	148,363	123,260	271,623
Pended	35,415	1,029	46,870	140,310	223,624	9,522	233,146
Total	250,984	11,261	287,451	944,961	1,494,657	258,278	1,752,935

Appealing an Eligibility Determination

Medicaid recipients can object to any determination of coverage by filing an appeal by mail, calling 2-1-1 and selecting Option 2, or visiting a local eligibility office.

Medicaid recipients can also file a complaint with the HHS Office of the Ombudsman if they disagree with the action taken on their case by calling 877-787-8999 from 8 a.m. to 5 p.m. Central time, Monday through Friday, or visiting hhs.texas.gov/ombudsman for more information.